

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: Midway Transitional Solutions Ltd

The provider was registered on: 09/05/2018

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Lyncroft	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/10/2020
Responsible Individual(s)	Joshua Glynn
Manager(s)	Luke Jones
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Skirrid View	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/09/2022
Responsible Individual(s)	Joshua Glynn
Manager(s)	Luke Jones
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Ton Road	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	15/05/2018
Responsible Individual(s)	Joshua Glynn
Manager(s)	Leah Cross
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Mere Path	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/05/2018
Responsible Individual(s)	Joshua Glynn
Manager(s)	Leah Cross
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Tower Street	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	10/01/2019
Responsible Individual(s)	Joshua Glynn
Manager(s)	Leah Cross, Lauren Shepphard
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Nant	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/06/2018
Responsible Individual(s)	Joshua Glynn
Manager(s)	Lauren Shepphard
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	There is a core set of training that all staff complete face to face during their induction period including but not limited to training such as safeguarding, safeholds, medication administration, professional boundaries etc. Staff also complete annual online training modules in a plethora of areas. This is monitored on a company wide training matrix by head office to ensure any training review dates are met. Additional specialised training is implemented where necessary and appropriate.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is headed by the HR department who have a thorough application process. All staff then take part in an in depth induction process. There is heavy staff support from both in house management and head office, with regular supervisions, appraisals, wellness plans etc in order to maintain a high level of support for staff. This has had a direct positive impact of staff retention.

Service Profile

Service Details

Name of Service	Lyncroft
Telephone Number	01633380620
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	8800

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Lyncroft has a medium sized garden to the rear of the property which has two small grass areas and a split level patio area that hosts a dining set and BBQ facilities.
Provide details of any other facilities to which the residents have access	Not applicable.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.</p> <p>Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.</p> <p>Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.</p> <p>The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.</p> <p>Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.</p> <p>The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.

Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.

The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1

Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care
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Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	3
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Equality and Diversity,</p> <ul style="list-style-type: none"> • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Mere Path
Telephone Number	01633971140
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
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The maximum weekly fee payable during the last financial year?	8800
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Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.
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Service Environment

How many bedrooms at the service are single rooms?	2
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	0
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How many bathrooms have assisted bathing facilities?	0
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How many communal lounges at the service?	1
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	Medium sized garden with patio area, grass area, and vegetable patch for growing own fruit and vegetables.
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Provide details of any other facilities to which the residents have access	Not applicable.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
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Makaton	No
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British Sign Language (BSL)	No
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Other	No
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Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.

Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.

Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.

The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.

Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.

The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.</p> <p>Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.</p> <p>The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
--

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2

Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	2
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Nant
Telephone Number	01443263319
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	8800

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a garden to the rear which has a medium sized grassed area which hosts a pool, punching bag and garden games. There is also a medium sized decked area that hosts outdoor seating furniture and BBQ facilities. There are flower beds planted and a memorial garden for a service user's family member.
Provide details of any other facilities to which the residents have access	Not applicable.

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.

Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.

Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.</p> <p>The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.</p> <p>Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.</p> <p>The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.</p> <p>Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.</p> <p>The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Equality and Diversity,</p> <ul style="list-style-type: none"> • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
--

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Equality and Diversity,</p> <ul style="list-style-type: none"> • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
--

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care
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Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	1
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Equality and Diversity,</p> <ul style="list-style-type: none"> • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
--

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Skirrid View
Telephone Number	01633868038
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	None.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	8800

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large grassed area to rear of property with a large wooden storage unit. A small patioed area with dining facilities. There is a large outhouse at the top of the garden.
Provide details of any other facilities to which the residents have access	Not applicable.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.

Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.

Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.

The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.

Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.

The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.</p> <p>Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.</p> <p>The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2

Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	2
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Ton Road
Telephone Number	01633329086
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	8800

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	<p>There is a small grassed front garden on the property.</p> <p>There is also a relatively large garden to the rear of the property. Half of this area is grassed and there is access to a swimming pool, trampoline and football goal posts as well as other garden games.</p> <p>There is a patioed area that hosts an outdoor dining set as well as a BBQ that is used frequently in the summer.</p> <p>There is a shed for storage use, and a second shed that hosts exercise equipment including a boxing facility that the young people enjoy using.</p>
Provide details of any other facilities to which the residents have access	Not applicable.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.</p> <p>Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.</p> <p>Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.</p> <p>The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.</p> <p>Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.</p> <p>The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.</p> <p>Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.</p> <p>The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care
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Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	3
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Tower Street
Telephone Number	01443404777
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	None
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	8800

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During regulation 73 visits and undertaking quality care reviews, children were consulted with by the responsible individual. quarterly questionnaires are undertaken with the young people by members of the team. Weekly house meetings provided a platform for young people to share views and discuss how they felt about the home and any issues they may have had.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a rear garden that is split level. There are some areas of patio as well as two small astro turfed areas - these host a furnished seating area and a pool for the summer.
Provide details of any other facilities to which the residents have access	Not applicable.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Young people are clearly comfortable to voice their wishes and feelings as is recorded in the regulation 73 visit and quality care reviews. This is also evidenced within the homes systems of weekly key working, house meetings, and quarterly questionnaires. Young people during this financial year have been comfortable to share likes and dislikes, exercise freedom of choice around activities undertaken, food purchased, cooked, and consumed by the young person. Young people have chosen destinations of their choice where trips and holidays are concerned. Young people have exercised their right of choosing contact arrangements and extent of contact they wish to have during this review period.

Staff are consulted with on a frequent basis whilst undertaking supervision. Management will engage with staff on a daily basis and an open door policy is maintained for the service. Staff complete evaluation forms for each training course which they undertake. This helps form positive change to the service and its structure.

Placing social workers have been consulted and engaged with on a regular basis during process that have been mentioned above. Commissioning teams have been consulted on a regular basis to ensure the service remains consistent and is meeting the needs of the placing authority.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The children and young people are supported daily to maintain their health, development and wellbeing. Their health and educational needs are monitored and maintained by both the management team and the home's link worker – who ensures that each young person attends any and all necessary health appointments, including annual CLA health reviews. The link worker ensures that the young person's personal plan indicates the young person's health needs and requirements, as well as documenting the outcomes of any and all appointments attended by the young person. Management oversee all medication books/forms and complete weekly audits to ensure any medication administration is being documented appropriately – to ensure the correct administration. All staff, including management go on annual medication administration training to ensure that they have a thorough knowledge regarding how to safely handle and administer medication.

The young person's education is also monitored with daily documentation of how their educational day has gone – regardless of what educational provision they are attending. Regular education monitoring reviews take place for the young person, whereby management, link workers, education provisions, social workers and the young people can all get together to discuss how that particular provision is working for that child or if any changes/adaptations need to be made in order to help the child to succeed.

Children are also actively encouraged to take part in extra-curricular activities both with and without staff's presence and support in order to encourage an active social life and leisure time. The young people are also encouraged to access free time in the community where risk appropriate to maintain positive social relationships and independence away from the home.

The young people in placement are asked weekly during key working, weekly young people meetings and quarterly during measuring outcomes questionnaires about these areas; how they feel supported or what we could be doing to improve the levels of support in these areas – in order for us to ascertain how happy and supported they feel as an individual within our care.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people stated through consultations that they felt safe whilst living at the service. This has been obtained from weekly house meetings, personal plan reviews, feedback questionnaires, key working and monitoring reviews in line with regulation 73.</p> <p>The staffing team play a part in forming risk assessments, personal plans, and maintaining health and safety measures within the home. Staffing levels are agreed by a collective group which include manager, responsible individual, and placing authority. All of these measures ensure the safety of the young people in the care of the home.</p> <p>Children and young people are supported by the staffing team to engage in conversations and work around harm reduction and keeping themselves and others safe. This may be in different formats with key working, outside agency support, risk assessing, and education.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are referred into the service via the placing authority where a provider assessment is completed to determine whether the home is suitable and able to fulfil the needs of the young person. Staffing team, environment, location, other young people, and previous history is considered to ensure that the home is the best match possible.</p> <p>Once admitted into the home the young people develop a personal plan with the staffing team, manager, and social worker. The personal plan identifies personal outcomes and targets for the young person where as a collective, everyone works together to achieve. Staff at the home work with the young people to achieve their outcomes with undertaking key working where targets are identified and listened to by staff where they then support and encourage the young person to achieve. Staff support young people in making independent choices and support them to take control of their day to day care and how it is delivered. Young people have a voice and are listened to, to ensure they remain at the core of what the home are trying to achieve.</p> <p>The placing authority create a plan for the home via CLA reviews which instruct the home on what areas they expect to be supported and developed for the young person. This is reviewed in line with legislation and shared with all relevant parties.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Workers. The role of an RSW is to oversee and engage in the daily care and support of any young people within our care. Including but not limited to, support with educational and health needs. Engaging in leisure activities and supporting family contact. Supporting with independent living skills. Cooking and maintaining a clean and homely environment for the children. Completing key working and being a voice and advocate for the young people in our care.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3

Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	3
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Equality and Diversity, • First Aid Essentials, • Health and Safety in Education: Staff Awareness, • Health & Safety in Education: Senior Leadership & Management • Safeguarding Young People, • Digital Resilience • A Guide to UK Data Protection: Education. • Child Exploitation, • Child Protection, • Domestic Abuse: Children and Young People, • Dealing with Bereavement and Loss Awareness, • Female Genital Mutilation Awareness, • Fire Safety, • Food Hygiene and Safety, • Adverse Childhood Experiences (ACEs) - Level 2, • Mental Wellbeing in Children and Young People, • Online Safety, • Preventing Bullying, • Raising Awareness of Child-On-Child Abuse, • Raising Awareness of Trafficking and Modern Slavery • Child-on-Child Sexual Violence and Harassment. • Serious Youth Violence, • Substance Misuse Risks, • Safer Recruitment • Emergency First Aid (36 Months), • Professional Boundaries (36 Months), • AMBER (12 Months), • Safe Handling of Medication Level 1 and 2 (36 Months), • Suicide and Self-Harm Awareness (Ligature) (24 Months), • Safeguarding of Children (12 Months)
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	3